



## Peace Corps – NEPAL

### Personal Services Contract Statement of Work

**Position Title:** Regional Manager

**Work Hours:** Full time, 40 hours per week. During peak site development and training seasons, Regional Managers will need to work additional hours in order to meet job responsibilities.

**Position Summary:**

Under the direct supervision of the Director of Programming and Training (DPT), the Regional Manager is responsible for Peace Corps Volunteer (PCV) support within an assigned geographic region of Nepal.

Specific responsibilities include: identification and preparation of suitable homestay families; program documentation; monitoring and enhancing PCV performance in regards to PCV work, cultural adaptation and language acquisition; providing emotional and logistical support to a portfolio of PCVs and managing these PCVs in VIDA (volunteer information database); and representing Peace Corps to regional authorities and local host country agencies and organizations. The RM also contributes to and participates in project planning; site identification, and designing and facilitating training.

The Regional Manager works to assure that PCVs assigned to their region are self sufficient, secure and productive. RMs are based in Kathmandu, but may travel outside of Kathmandu for up to 60% of the year.

The RM works in close collaboration with the entire Programming and Training Unit (Director of Programming and Training, Training Manager, Training Coordinator, Program Manager, Program Coordinator), as well as other units within Peace Corps, particularly in relation to provision of support to PCVs in the field and helping them to maintain their safety, security, health, and well-being.

### MAJOR DUTIES AND RESPONSIBILITIES

#### Volunteer Support

- Provides support as needed to each PCV within the assigned region in the following areas: technical support (including in-service training, role clarification); emotional support (personal and professional) on a wide range of issues; cultural adaptation guidance; problem identification and solving, and crisis intervention.
- Although it is expected that most of the Volunteers' needs for support in doing the assigned job will come from Host Country personnel at the site, the RM may be required to intervene when situations occur that cannot be resolved at the site. The RM:
  - a) Will be an objective listener, ensuring that the issue or problem is fully understood.
  - b) Will develop options with the Volunteer to resolve issues, thus reinforcing the need for the Volunteer to develop personal problem -solving strategies.
  - c) Will document for the Volunteer's file the consensus action, advising the Program and Training Manager and/or Program Manager (if technical) of all instances that might affect the status of individual Volunteers and/or the Peace Corps Nepal program in general.
- Prepare recommendations for the DPT on all cases involving Volunteers concerning early termination, administrative separation, applications for transfer, extension of service, and similar situations requiring the Country Director's approval. Such recommendations will be based on clear factual information except in the case of reported use of drugs. In the latter instance, the RM will seek specific guidance from the Country Director or DPT.
- Travels regularly and extensively throughout the assigned region (and other regions of the country as needed) visiting Volunteers and observing their work at site and establishing and maintaining working relationships with local officials.
- Identifies potential new sites and, in conjunction with Program Manager(s), coordinates incoming requests with The GON.
- Conducts homestay identification and housing checks for new Volunteer placements and in limited circumstances, for Volunteers seeking approval to change housing during their term of service.



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- Monitors Volunteer's work performance, reviews and responds to various reports such as quarterly reports and work plans.
- Conducts monthly call-ins with the PCVs in the assigned region(s).
- Organizes and facilitates regional training workshops.
- Completes routine reports including site visit reports and special meeting consultations with host agency counterparts. Reviews supervisor feedback on each Volunteer and troubleshoots to resolve any concerns with Volunteers, supervisors and counterparts.
- Responds to issues and concerns reported by volunteers in Volunteer Report Forms (VRF).
- Encodes all communication events with the volunteers in VIDA including: annual leave requests and whereabouts.
- Serves as the primary contact for host families, landlords, supervisors, and counterparts should they need to discuss any non-programmatic related elements of the Volunteer's service

#### Programming and Training

- Cooperates with Program Manager(s), other Regional Managers and other staff to create a harmonious and coherent plan for the Peace Corps program, following the principles of the Peace Corps' methodology and practice in training and in administration.
- Monitors Peace Corps projects and activities from a field perspective, identifies assets and challenges in PCV assignments and provides feedback to P&T unit. Identifies and prepares Volunteer assignment sites in collaboration with Program Manager(s).
- Manages and enters information into VIDA regarding: site development, host agency information, emergency contact information, reports, project accomplishments, PCV monitoring and evaluation, and follow up information.
- Develops a multi-year regional management plan to identify regional needs for technical assistance and determine multi-year training resource requirements. Organizes regional meetings with host country agencies to disseminate information about Peace Corps Nepal, serves as official representative at regional events, collaborates with Director of Programming and Training and Program Manager(s) in exploring new program opportunities, projects future program levels and requirements, and provides advice on other aspects of program planning as they relate to the RMs expertise and experience.
- Serves as point person for Peace Corps Cross-Sector Programmatic Priorities (i.e. WID/GAD, HIV/AIDS, ICT and V2V)
  - Organizes committees composed of PCVs.
  - Prepares Initiative Reports.
  - Networks with NGOs and Government Agencies.
  - Conducts sessions on Global Initiatives during PSTs and ISTs.
  - Provides input to PCV Weekly Updates.
  - Provides resources to PCVs on Cross-Sector Programmatic Priorities.
  - Attends workshops/seminars on Cross-Sector Programmatic Priorities.
  - Provides ideas/activities to integrate Global Initiatives into the PCVs' technical sectors.

#### Support for Country Program

- Maintains working relationships, when appropriate, with government agencies, and NGOs in the assigned region in an effort to encourage possible collaboration, and support for, PCV projects.
- Maintains correspondence with regional government and host agency counterparts regarding Volunteer projects, housing, technical support, requests for Volunteers, and program development and implementation.
- Prepares and maintains reports on program and training activities, Volunteer utilization, and Volunteer performance in relation to objectives set forth in each PCV's assignment, and other data as may be requested by the Country Director, DPT and/or ministries involved.
- Facilitates VIP Visits to Volunteers' sites
  - Coordinates with the PCV and the HCA on the feasibility of the VIP visit.



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- Prepares documents required for VIP visits: draft itinerary, scene setters, talking points, bio-data of PCVs and HCAs to be visited.
  - Prepares HCAs and PCVs of the projected travel: briefs them on the notional plan and activities for the day of the visit.
  - Attends preparation meetings, as requested.
  - Accompanies VIPs to visits.
  - Gathers VIP's feedback of the visit.
  - Writes thank you letters to HCAs and PCVs.
- Performs other related duties as assigned by the Country Director and/or DPT as deemed relevant

#### Safety & Security

*Per MS 270, all members of the Peace Corps staff must be familiar with the Emergency Action Plan, their responsibilities in the event of an emergency, and with the procedures for reporting and responding to safety and security incidents.*

- Ensures safety and security competencies are incorporated and actively integrated in PST and IST programs. Evaluates and documents effectiveness of training, including PCV/T progress on safety and security competencies. Working with CD, DPT, relevant PMs, RMs, and SSC, develops, assesses and redesigns competencies and training sessions as required.
- Collaborates closely with the Safety and Security Coordinator during site identification trips to ensure minimum housing standards requirements are met for PCV housing, and assists in gathering any background information necessary in the process of determining the safety of PCV sites.
- Collaborates with the PC Medical Office on personal health and safety issues for Trainees and PCVs during host family selection, host family stays and during PCV service.
- Is knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles. Supports the safety and security systems that are in place for pre-service training, including reinforcing to PCTs their roles and responsibilities related to their personal safety and security.
- Participates in discussions to determine appropriateness of each prospective PCV site, and contributes to decisions regarding removal of a Trainee/Volunteer from a site.
- During site visits, discusses any safety and security issues with PCVs and their supervisors, follows through on suggestions for improvement, documents concerns on site visit form, and reports them to DPT, SSC, and CD.
- Makes recommendations to enhance the Peace Corps safety and security program and training, considering changing realities and specific safety and security concerns in the assigned region.
- Assesses sites for safety or security issues; works with regional officials to understand regional safety and security issues; provides feedback to Peace Corps' Safety and Security Coordinator on any safety issues involving Volunteer sites.
- Ensures that site locator forms are submitted accurately and on a timely basis.
- Conducts PCV housing checks to certify housing meets PC standards.
- Participates in supervisor/counterpart conference/training to ensure supervisors/counterparts understand their role in PCV-related emergencies.
- Ensures all PCV incidents are expeditiously and properly reported according to Peace Corps protocols.
- Understands and performs role as specified in Post EAP.
- Participates in EAP drills as specified by the Safety and Security Coordinator.
- Encodes and updates volunteers' travel itinerary and contact information in VIDA
- Periodically performs Duty Officer functions requiring 24/7 on-call availability.



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#### **Occasional Money Holder**

The PSC may be required to courier cash and/or purchase orders to various vendors who furnish supplies and/or services to training sites, or other locations as directed by the Contracting Officer. The PSC may also be required to courier cash to PC Trainees or Volunteers. The PSC will not be functioning as a procurement or disbursing official but will only be acting as an intermediary between the Contracting or Disbursing Officer and the recipient. In the case of dealing with vendors, the PSC will not exercise any procurement discretion concerning the supplies or services to be purchased or the cost limits of these purchases; these will be determined by the Contracting Officer.

#### **TDY Availability**

*The Contractor is subject to worldwide availability and may be requested by the Peace Corps to be reassigned or transferred permanently to another Peace Corps Post/Headquarters or perform temporary duties (TDY) as required and to travel to other assignments within Peace Corps' as assigned. Any such reassignment or transfer shall be subject to agreement of the Contractor. The Statement of Work as defined will remain the same; however the duties may be subject to change as determined by the Contracting Officer.*

#### **POSITION ELEMENTS:**

**Supervision Received:** The **Regional Manager** reports to the DPT.

**Available Guidelines:** Peace Corps Manual, Training Handbook, PST Handbook, PCV Manual, guidance from HQ and/or other Peace Corps EMA Posts, supervisor's instructions.

**Exercise of Judgment:** Exercises judgment within the confines of job responsibilities.

**Authority to Make Commitments:** None. All authorizations rest with the DPT, DMO, and CD

**Nature, Level, and Purpose of Contacts:** The incumbent will interact with Peace Corps staff, Volunteers, vendors, US Embassy personnel, Nepali ministries and contractors.

**Time Required to Perform Full Range of Duties:** The time required for a qualified individual, without experience in Peace Corps, to perform fully and adequately the duties of this position is one year.

#### **REQUIRED QUALIFICATIONS:**

**Education:** University Bachelor's degree in a Project-related subject (Health, Agriculture, Education), or Social Sciences, Development, Public Administration, or Management. A Masters Degree in a related subject is preferred.

**Prior Work Experience:** Minimum of 5 years of related grassroots, community development experience in Nepal, preferably in a cross-cultural setting with American or international organizations, and preferably organizations that achieve their mission through volunteerism. Related work experience to include: Managing or leading groups of volunteers or staff, and dealing with sometimes difficult personalities; managing health, agriculture, or education projects; grassroots community development; designing training programs and/or workshops, training session design and delivery; Project monitoring and evaluation, and Networking and intentional relationship building. Experience with international volunteer sending organizations is preferred.

**Language and Technical Proficiency:** Fluency in both English and Nepali (written and spoken) is required, as is an ability to quickly and accurately translate from Nepali to English, and vice versa. Ability to speak other languages spoken in Nepal is desirable. Proficiency in use of the internet and with Microsoft programs: Outlook (email), Excel, PowerPoint, Word, etc.

#### **Knowledge, Skills, and Attitudes:**

- **Communication:** Strong communication and interpersonal skills, conflict management skills, diplomacy and tact with staff, Volunteers, Trainees, community members and members of the government. Is cross-culturally sensitive and strives to communicate openly.



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- **Motivation:** Ability to work independently and proactively, is self-motivated and adaptable to constantly changing situations, and accepts responsibility.
- **Professionalism:** Maintains confidentiality regarding Volunteer issues and other information, and possesses a strong sense of integrity. Sets a positive example for peers and PCVs in performance of professional duties (is punctual, diligent, well-groomed, etc.). Acts as a team member in a consensus-building atmosphere, encourages constructive feedback and accepts suggestions for improvement, and willingly responds to reasonable requests from both colleagues and supervisors in a timely manner.